

## Vancouver DCFS office becomes first in state to receive COA accreditation

*Accreditation: the formal evaluation of an organization against accepted national standards.*

— Council on Accreditation Standards

For the past year and half, the Vancouver office of the Division of Children and Family Services has taken the word accreditation seriously.

They volunteered to accept a challenge from Rosie Oreskovich, assistant secretary of the Children's Administration, to successfully seek accreditation from the Council on Accreditation (COA) of Services for Families and Children, a New York-based international body that accredits human service organizations. (The Child Welfare League of America co-sponsors the accreditation council.)

By establishing rigorous, nationally recognized standards of social work, this office has become the first state child welfare agency in Washington to achieve accreditation status.

"I am very proud of what the staff in Vancouver have accomplished," said Oreskovich. "What makes that office so special is the level of pride people take in doing their jobs. This accreditation is the result of staff that were tremendously committed to success."

To become accredited, the Vancouver office had to demonstrate that it meets COA's high standards in the areas of accountability, management, child safety, permanent out-of-home placements, and the overall well-being of children in the state's care.

Secretary Dennis Braddock noted that all these standards are important elements of the DSHS Accountability ScoreCard and the department's Kids Come First Agenda.

"Accreditation by COA is viewed as a significant tool in providing the technology and framework for quality improvements and system reforms in child protection and child welfare," he said.

The journey to accreditation began when the management team under Ed Cote, area administrator, enthusiastically embraced the challenge. Oreskovich provided a program manager position and the team secured a \$40,000 grant from the Saving Incentive Program for the pilot, which was structured as a Continuous Quality Improvement project.

Led by Doug Lehrman, the office worked for 16 months on the project, beginning in July 1999. While continuing to carry their existing caseloads, staff reviewed 741 standards under three categories: child safety, child well-being, and permanence.

Once completed, the self-study assessment consisted of 24 binders and cost \$1,100 in postage to mail. A final step was an onsite review by a three-person peer review team from out of state.

Upon completion, the office received accreditation in the following seven service standards:

- Case management
- Counseling services for children, families, and individuals
- Home-based and family-centered casework and treatment (services provided to families when children remain in their own homes)
- Crisis intervention services
- Child Protective Services (responding to child abuse or neglect, including assessing and investigating)
- Adoption services
- Foster care services



In addition, nine generic standards were met that related to administrative practices and procedures.

In a recent celebration ceremony, State Rep. Val Ogden said, "When you volunteered to be part of this it was over and above everything else you do. I know it meant extra hours. You are to be commended for what you have done. The bottom line is it means better services for the children of Washington."

Vancouver is the first of the 44 state DCFS offices to become accredited. It is the third largest DCFS office in the state. Several other DCFS offices are beginning the process of accreditation -- Walla Walla, South Bend, Long Beach, Olympia, and Port Angeles. A number of other offices are making preparations to begin the accreditation process.

"My goal is to have our statewide system accredited," said Oreskovich.

Only two states, Illinois and Oklahoma, have had their entire child welfare systems accredited so far. About 20 states are preparing for or are in the process of accreditation.

For more information on the Vancouver DCFS office accreditation, contact Doug Lehrman (360) 993-7822 or at Ed Cote at (360) 993-7868.

## Inside

Secretary Braddock talks about our health care crisis ..... 2

Read the latest on our Litigation News ..... 2

Asian Americans celebrated at Burien CSO ..... 5

Yakima staff use MLK Holiday for good cause ..... 5

## No Wrong Door – exploring a better way to serve our multi-needs clients

Who are the most costly clients for DSHS to serve? They are often the clients who are served by more than one division. They may have case managers in multiple divisions and also receive services from DSHS contractors and local agencies.

To improve how DSHS serves these clients, the Cabinet is sponsoring the No Wrong Door - Case Coordination Project. Liz Dunbar, deputy secretary, is serving as the executive sponsor.

This project is very important as it is an opportunity to fulfill the vision of DSHS when it was created: To provide integrated services to the most needy among us," said Dunbar.

The purpose of this project is to propose, by June 30, innovative and practical models for case coordination for these multi-need clients. The Cabinet will then decide which one or more models will be pilot tested. The project is focusing on three types of multi-need clients:

1. Multiply disabled
2. Troubled children, youth, and their families
3. Long-term Temporary Assistance for Needy Families clients

(Continued on page 5)

# Secretary's CORNER

by Dennis Braddock

# Words about our work

Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Dennis Braddock, attention: Letters to The News Connection, P.O. Box (Mailstop) 45010, Olympia WA 98504; via e-mail BraddD@dshs.wa.gov



"Suddenly, States' Budget Picture Isn't Pretty Anymore. Falling Receipts and Rising Medicaid Costs Threaten Spending Levels and Popular Tax Cuts." *Wall Street Journal*, Jan. 5.

This headline, written for states in general is definitely applicable to our situation in Washington.

Medicaid expenditures have grown fivefold in the past 12 years, and Medicaid expenditures as a percent of the DSHS budget have grown from 23 percent to 42 percent. This growth, well in excess of inflation, has squeezed other programs and limited our ability to keep up with demand in other administrations.

*Our situation is a result of the inability of the nation to come to grips with the issue of universal access for health services*

Unfortunately, I don't see solutions to the health care access and cost crisis coming from the state or federal levels. Since we have been a state at the forefront of health access expansions in Medicaid and with the Basic Health Plan, it is ironic that we find ourselves in this position.

We will be making changes in the Medical Assistance Administration to improve our ability to track and control utilization and costs, but those changes, which are supported in our budget, will not reverse the trend of inflation and increased enrollment.

We will also be presenting proposals to the federal government to leverage more federal dollars as many other states are doing, and we look to the federal government to give us greater flexibility in how we implement our programs.

Our situation is a result of the inability of the nation to come to grips with the issue of universal access for health services. Until that occurs, we will suffer the consequences of an irrational system.

Gov. Gary Locke:

I want to take the time to share a positive view of the DSHS Division of Vocational Rehabilitation (DVR)) program that has assisted me over the past five years. Two outstanding employees of the DSHS have worked with me above and beyond the scope that I thought any government agency had the capacity to do.

Sheila Findley and Geri Prater have worked to help me obtain gainful employment with Nintendo Of America. There are many other DSHS employees that also were indispensable in the process. Sheila and Geri helped me in my darkest days when a nursing home seemed probable ... (M)y fifteen year working career had come to an end because I could not afford the transportation and my health(.) due to FSHD (a form of muscular dystrophy) and lack of physical therapy(.) forced me into disability.

Geri at first visited me at my residence in Everett, Washington and we began to plan a member-

ship in the YMCA in Marysville and to utilize DART transportation.

FSHD is a very variable disease that can be halted if the proper nutrition and physical therapy are instituted. I am happy to report that the DSHS, in helping me over the years has made it possible for me to regain onsite work with Nintendo Of American and pursue my independent research of the devastating disease of FSHD.

I am considered a valuable employee that is looked upon as a resource and wealth of information in these areas of gameplay, communications, bug testing and just plain fun. I am now an income earner with a brighter future. I am one of three NOA (Nintendo Of America) Chat Hosts from 4 p.m. - 7 p.m. Pacific Time as well as a GamePlay Counselor.

My stamina has improved and my muscles are rebuilding. The DSHS has saved the incredible high cost of placing me in a nursing home and, in helping me to help myself, has made it possible

that FSHS may soon become a manageable disease. FSHD has been completely ignored by the NIH for future plans on attacking the disease. Maybe if the NIH would take some lessons from Washington State's DSHS (DVR) program and outstanding employees like Geri and Sheila, our nation's spiraling health costs would begin to lower. The DSHS of Washington State has saved my life and my livelihood...

Thank you Governor Locke and your incredible leadership.... I believe a good story about the DSHS needs to be told in light of the "If it bleeds, It Leads" type of stories that are being bandied about.

Sincerely,  
Michael James Frazier  
(Name used with Mr. Frazier's permission.)

*Editor's note: Geri Prater is a vocational rehabilitation counselor and Sheila Findley-Smyth is a counselor aide. Both work in the Smokey Point/Arlington DVR office.*

## Order the new DSHS brochure and share with your customers

The new DSHS brochure, "People Helping People," is now available. This brochure gives an overview of DSHS and the services we provide to Washington residents, with the help of thousands of community partners and private service providers.

It's the first brochure produced as an introduction to the department in seven years. It provides an overview to our interrelated programs and refers readers to our Internet site for more detailed, updated information on department issues, programs, and initiatives.

This brochure is available for your use to share with your clients, community partners, and the public. You can order this informative brochure from the DSHS Forms and Publications Warehouse. You may e-mail your request for copies to [dshsfpw@dshs.wa.gov](mailto:dshsfpw@dshs.wa.gov) or fax your request to FAX 360-664-0597 or send your order to P. O. Box 45816, Olympia WA 98504-5816. Ask for Publication Number DSHS 22-995(X). Your order must be in writing. Do not call the warehouse to order.

The brochure is also posted on the department's Internet Web site at: [www.wa.gov/dshs](http://www.wa.gov/dshs).

## Litigation News

By Bernie Friedman, J.D.  
Special Assistant to the Secretary for Loss Prevention and Risk Management

I have very good news to report this month from the DSHS liability front. Sen. Jim Hargrove (D-24th District), chair of the Senate Human Services and Corrections Committee, introduced a bill (SB 5355) that would exonerate our caseworkers from liability when they used prudent and reasonable skill to arrive at a decision that resulted in a bad outcome.

In other words, if we make an informed, professional judgment, and select one of two or more justifiable courses of action, we are not liable simply because the result was poor.

I had the opportunity to testify in favor of the bill at a committee hearing on Feb. 7. I thought the exchange with the senators went very well.

Presently, the bill has not emerged from committee, and its fate is uncertain.

It was, however, a most welcome event for a powerful senator to understand the difficult circumstances in which we work and to introduce legislation on his own initiative to limit our liability for doing our jobs.

As I pointed out to the committee, there are no objective standards for much of what we do. We have no standard handbooks, like bridge and highway engineers, to which to refer when we make a judgment about whether to take a child out of a home, or to discount the complaint of a vulnerable adult because there just does not seem to be enough evidence to support it.

We make judgment calls affecting human lives day in and day out,

often without the luxury of studied reflection.

All we can ask of ourselves, and all the law and the people of Washington can reasonably demand of us, is that we inform ourselves as fully as possible before employing conscientious professional judgments in carrying out our duties.

SB 5355 might not be enacted this year, but we got a hearing on the issue of our unbounded liability. That issue is in play now, and we will continue to push for legislative recognition of the conditions in which we work. We will keep you advised of our progress.

Contact me at (360) 902-7860 or e-mail at [friedbh@dshs.wa.gov](mailto:friedbh@dshs.wa.gov) to discuss matters that bear on loss prevention and risk management.



Sharing our successes and commitment to reaching beyond the expected to the excellent

# Quality IN DSHS

## Four teams improve services through the quality approach

This month we share with you the successes of four DSHS quality teams featured in the most recent Blue Book published by the Governor's Office. Using quality principles and approaches, they are making a difference in improving how we deliver services to our clients across the state.

### VIDEO TECHNOLOGY PROVIDES REASONABLE ACCOMMODATIONS

When the Office of the Deaf and Hard of Hearing (ODHH) learned from staff at the Twin Rivers Corrections Center that a hearing impaired inmate was being transferred to the McNeil Island Special Commitment Center, it became clear that providing sign language interpreting services on the island would not be cost-effective and difficult to procure on a regular basis. To address this need, Video Relay Interpreting Services were established between an office room in the DSHS headquarters building and a group meeting room at the McNeil Island site.

While the SCC was struggling to procure interpreters for treatment sessions for the client, ODHH purchased two video conferencing setups and contracted with a certified sign language interpreter to provide services for the client of the Special Commitment Center through the video conferencing link. Beginning in October, the video interpreting service began serving the client an average of nine hours a week.

#### Results

- Created savings of over \$22,000 per year, a 60 percent savings.
- Relieved Special Commitment Center staff of the need to secure sign language interpreters.
- Paid for actual service delivery costs for interpreted and obviated the need to pay vendors for travel time/ferry costs, mileage, and "hourly downtime" between assignments during the day.
- Allowed for a "cost-benefit" study to be conducted in anticipation of future federal requirements for the provision of video relay services over the public telephone network.
- Reduced civil liability and possible court sanctions for failure to provide federal and state mandated access for persons with hearing loss

**Team members:** G. Leon Curtis, Robert Lichtenberg, Lisa Flatt, Lien Ngo-Tran (ODHH); Allen Ziegler, Nancy Farrell (SCC); Kathy Hernandez, Alice Zillah (DIS); Lynda Vintilio (ISSD)

### REGION 2 IMPROVES HOME BASED SERVICES PROGRAM

In Region 2 (Southeastern Washington), the Division of Children and Family Services (DCFS) spends approximately \$780,000 each year for Home Based Services (HBS).

This funding can be used to purchase case specific resources, including food, clothing, shelter, furniture, utilities, transportation, or services, such as professional or paraprofessional, and parent training for children and families.

These resources and services are used to prevent out-of-home placement of children, maintain a permanent or long-term stable home for a child, or to reunify a child with family or relatives. This is a highly used program with a low budget allocation and inadequate controls.

A regional team developed new policy and procedures clarifying expectations for social workers, supervisors, and support staff regarding approval, use, and monitoring of HBS funds. Local offices are using logs to track budgets and expenditures to ensure funds are used appropriately and within budget.

The team provided training in the local offices, using the format of "Frequently Asked Questions" about the Home Based Services program, and encouraged use of alternative community resources.

#### Results

- Established clear and consistent process for approving, using and monitoring the HBS budget.
- Anticipated savings of \$217,000 per year to serve more families
- Trained 155 employees regarding program expectations.
- Increased efficiency and effective use of purchased services.

**Team members:** Jim Carter, Gayle Chamberlain-Smith, Yvette Colfax, Bob Craig, Joe Crawford, Greg Dootson, Pam Lamb, Paul Mantz-Powers, Sharon Root, Les Rucker, Rory Schilling

### EASTERN STATE HOSPITAL PATIENT COMPLAINT PERFORMANCE IMPROVEMENT PROJECT

Patients expressed concerns about the complaint procedure, including having limited access to forms, lack of privacy in submitting complaints, and the time elapsed before investigation and resolution. Administrative staff were responsible for developing resolutions with an average resolution time greater than 30 days.

A performance improvement team revised the system to ensure privacy, easy access to forms, and a quicker response. Blank complaint forms are now available on each ward with a locked submission box that is accessible to patients for privacy and security. Only designated staff in Quality Management have keys to the boxes.

A Complaint Review Team is now responsible for the collection and review of all complaints daily, Monday through Friday (excluding holidays). Each complaint is assigned for investigation to the staff who provide services to the patient. A copy of the complaint with a memorandum identifying the staff investigator is sent to the patient. The patient receives a written report at the point of resolution.

#### Results

- Patient surveys show a high level of satisfaction with the way that complaints are heard and resolved at the hospital. Average "grade" given to the new system by patients rating it now is a "B+". The hospital is working to continue to improve this process based on evaluations by patients and their families.
- In November 2000, 72 percent of the complaint investigation and response processes were completed within 10 days and 95 percent were handled within 30 days.
- Patient's privacy is maintained by the new system.

**Team members:** Terrie Scott (team leader), Bob Mair, John Murphy, Mark Kreilkamp, Wes Miller, Dave Denio, Tom Seymour, Patty Soderquist, Tom Peters (facilitator)

### VAN DECENTRALIZATION IMPROVES CLIENT/STAFF SATISFACTION

In order to take developmentally disabled clients from Fircrest School on an outing that required transportation, on or off campus, staff had to schedule ahead and obtain a van from a central motor pool. This process was cumbersome and involved a significant amount of planning, paperwork, waiting, frustration, uncertainty, and required many trips to the motor pool. Also, the process did not allow for the spontaneity typical of many family trips and outings.

The team redesigned the process to allow more flexibility and reduce the amount of time to procure a van. The team verified the process redesign via a pilot using four homes. The pilot contained the following phases: customer satisfaction survey, training, implementation, quality assurance checks, and customer satisfaction survey II.

Client satisfaction has been improved by providing more opportunities for individualized meaningful trips. Staff satisfaction has increased by eliminating five process steps, and the process redesign ensures the current levels of safety and maintenance for the vans.

#### Results

- Increased the number of community outings with clients from 147 to 188 during the two month pilot.
- Eliminated five process steps, which resulted in 94 staff hours, saved in one month.
- Vehicles and equipment maintained to ensure safety and accountability. Quality assurance checks were made during the pilot.
- Increased flexibility and allowed staff to focus more on client interests.
- Increased morale by enhancing staff's ability to provide quality services with immediate access to transportation.

**Team Members:** Diane Malmoe, Selina Chan, Angela Morasch, Diana Flory, Lois Snyder, Wanda Reed, Shan Wilson, Sandy Keiffer and Dan Drischel - QI facilitator; Chris Olsen - management sponsor



# Management Book Review

*By Solomon M. Uwadiale, Ph.D.  
Program Coordinator  
Employee Suggestion “Brainstorm” & Teamwork Incentive Program (TIP)*

**Title: THE MID-CAREER TUNE-UP**  
**10 Work Habits for Keeping Your Edge in Today’s Fast-Paced Workplace**  
Author: William A. Salmon and Rosemary T. Salmon  
Publisher: Ama-com, New York, 2000

In the new millennium most mid-career people who might have acquired their work habits in the old environment will find themselves updating their skills, knowledge and behavior to meet the existing responsibilities, according to authors William A. Salmon and Rosemary T. Salmon. Workplace rules have changed dramatically as a result of global competition, downsizing, employee empowerment, and other forms of management philosophies.

In this book review we will explore 10 outstanding new habits outlined by the authors for mid-career employees to acquire that can help them develop a clear path of improvement, survival and success.

**1. Learn to Do the Job You are Paid to Do**

In today’s economy you cannot be successful unless you know how to prioritize your work, manage your time wisely and find the best way to produce results. With pressure of corporate downsizing and public entities budget constraints, managers and employees are faced with the challenge to accomplish more with limited resources. To be successful in accomplishing more with less, the authors suggest looking at the organizational big picture. In addition, you should take a look at the mission statement, annual reports and other relevant information that will provide better understanding of the overall organizational goals and priorities.

Next, you should determine specifically how you could contribute to the organizational goals and priorities. It is important to spend more valuable time on those activities that will enhance organizational objectives. You cannot succeed in today’s workplace by doing the wrong things right. To ensure success you should align your goals with the organizational goals and priorities.

**2. Learn to Balance Demands on Your Time and Resources**

You should learn to analyze your work activities and determine how you are spending your time. Identify those activities that are most important in meeting the organizational goals and priorities and stop wasting time on those activities that aren’t. To help reduce time wasted on non-contributing activities, the authors suggest to watch out for the following:

- Poor communication: providing or receiving complete and accurate information.
- Procrastination: putting off certain activities.
- Interruptions: interrupting your priorities.
- Analysis paralysis: having hard time making decisions.
- Meetings: wasting valuable time attending poorly planned meetings.
- Clutter: having a disorganized workplace.

**3. Learn to Sharpen Your Communication Skills to Build Your Credibility**

Having good communication skills is very important especially now that managers and employees are working more with limited resources. Learn to avoid any miscommunication whether receiving or giving the information. A few tips to help you include: listening, using right tone of voice, validating information, checking for understanding, asking appropriate questions, and finally, seeking agreement on what actions need to be taken.

**4. Learn to Develop Productive Relationships with the Right People**

Developing productive relationships is vital to your success. Successful organizations emphasize the importance of collaboration and cooperation among its employees and this is critical to your success as a mid-career individual. Be a team player, share information, compliment others for their hard work, help streamline processes, and remember to share credit with those that contributed to your success.

**5. Learn to Resolve Conflict Rationally**

The most effective technique in finding solutions to conflict is to take a rational, problem-centered approach. First, analyze the problem. Next, examine the impact the conflict is having on your ability to accomplish your work goals. Most of the time we waste valuable time dancing around the problem instead of addressing the real issue of the conflict. You should ask yourself some critical questions: Is the conflict leading to increased costs? Is it affecting the morale of the team or the level of providing services to clients/customers? Having full understanding of the conflict will surely help you determine the best approach to resolve your conflict.

**6. Take Charge of Your Job and Learn to Fix Your Own Problems**

For you to be successful in your mid-career you need to possess some skills and knowledge to be able to fix your own problem at your level instead waiting for higher level management to resolve it for you. The authors suggest using the “cause and effect analysis” technique to identify the problem’s cause before making a decision to fix it.

**7. Learn to Be Creative, Innovative and Flexible**

As described above, certain problems can be resolve through a rational and intelligent approach. But there are certain problems that will require you to be more creative and flexible in your thinking and imagination. Learn to draw from your past experiences or expertise to resolve complex problems. This will increase your value to the organization. You should learn to be persistent by having the willingness to stick with the problem and overcoming the frustrations. Learn to avoid certain phrases such as “it will never work,” “its too risky” “it’s too expensive, there is nothing we can do” and many more. Use creative brainstorming techniques with your team to resolve problems.

**8. Learn to Accept Uncertainty and Adapt to Change**

As a result of increased global competition, organizations must make significant changes to adapt to the situation. Change is good if implemented the right way. This is critical for mid-career people. To survive the change you must keep in mind the following strategies:

- You should take personal responsibility for preparing for change.
- You need to stay informed, keep learning and ask questions.
- Learn to be part of the solution and not the problem.
- Have confidence in yourself and the ability to produce results.
- Be professional in everything you do.
- Above all, have a positive attitude at all times.

**9. Learn to Take Responsibility for Your Job Performance and Morale**

Taking responsibility for your job performance is very important for mid-career people. You need to understand in today’s global competition your organization is not going to automatically take care of you. There is no guarantee. Simply stated, ensuring your morale, positive attitude, job satisfaction and job performance is all up to you. To be successful you need to focus on what needs to be accomplished for your organization. Pay particular attention to your strengths and don’t duel on your errors and failures. Learn from them and move on.

**10. Learn to Manage Your Own Professional Development and Stay Current**

Your professional development is not just focusing on improving your current job situation but it includes a preparation for future challenges. You must first identify where you want to be and what you want to achieve. Ask yourself the question - is your current job helping you to prepare for the future or not? This is a question you must answer. Focusing on your goals and priorities will definitely help you prepare for the future. You should stay informed about your organization, know where it is going and align your goals and priorities with the organizational goals and priorities.

**Good luck. Sol -**



*Sharing our successes and commitment to reaching beyond the expected to the excellent*

Each of the eight administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Roxie Schalliol, internal quality consultant, at (360) 902-7783 or e-mail at [scharh@dshts.wa.gov](mailto:scharh@dshts.wa.gov). Please visit the DSHS Intranet Quality Improvement site at [intra.dshs.wa.gov/news.htm](http://intra.dshs.wa.gov/news.htm) for ongoing updates of plans, successes, and accomplishments.



# Asian American Heritage Day celebrated at Burien CSO

Burien Community Services Office (CSO) successfully organized its first Asian American Heritage celebration on Wednesday, Jan. 24, which also coincided with the First Day of the Lunar New Year, the Year of the Serpent. This was the first “All Asian American Heritage” cultural event to take place at a community service office in Region 4.

The Asian American staff at Burien CSO, comprised mostly of former refugees and immigrants from Vietnam, Laos, Cambodia, Thailand, Philippines, and a few American-born friends, undertook the major role of orga-

nizing this exciting cultural event to share with colleagues and friends of Burien CSO.

They also invited a few honored guests from other VOLAG agencies in the Seattle area to partake in the celebration. Among the honored guests was Jeff Kibler, Office of Refugee Resettlement, Olympia; Vicki Asukura, director of the Nonprofit Assistance Center, Seattle, Mr. Ng Hul, director Refugee Federation Center, and representatives from the Cambodian Women Association and International Rescue



Peter Truong pours traditional tea service for Jackie Santic

Committee in Seattle.

During the celebration, a wide array of beautiful, exotic, artistic East Asian artifacts were displayed. They ranged from intricate needleworks on large murals by the Hmong and Thai people to various collections of Japanese dolls, Indonesian and Cambodian carvings, colorful Vietnamese long dresses (ao dai), cultural displays of Chinese ceramic, traditional tea ceremony and Filipino bamboo weaving.

Participants were entertained with a brief presentation of the traditional Chinese art of Feng Shui, a performance of Cambodian classical dance, and an enchanted Vietnamese melody that was beautifully performed by a Burien staff member.

An ample amount of colorful and delicious food provided by Burien’s Asian staff and several celebrated Seattle Asian restaurants kept everyone happy. The traditional attire worn by Asian staff members further enhanced the festive atmosphere.

The Burien CSO management team and staff have always taken pride in their work of serving the



Burien CSO staff dress in traditional outfits. From left are Huan Nguyen, Julie Johnson, Bo Xayavong, Phaly Noinala, Minh Nguyen, and Kosal Thav.

general public while also recognizing the contributions of various individuals and ethnic groups that make up their community.

Sharing among themselves and constantly seeking better ways to serve the public has long been the trademark of Burien. The celebration of Asian American Heritage is just one of many cultural events acknowledged in this international CSO.

## No Wrong Door – designing an ideal case coordination model

(Continued from page 1)

The Division of Research and Data Analysis (RDA) is conducting this project that involves nine programs and includes both research and design components. These components will come together at the No Wrong Door Innovations Conference at the Labor & Industries Building Auditorium in Tumwater on April 23rd.

The research component involves three products:

1. The clients’ views of being a multi-served DSHS client, which will be collected by the Gilmore Research Group, who are contracted to conduct focus groups of shared clients, their families and guardians in Seattle, Spokane, and Mt. Vernon.

2. Summaries of 18 case histories and detail information, for which a contracted anthropologist and researcher, Judy Olmstead, will compile interview information to help understand the details of case coordination. The project team will interview the case managers and front-line staff from all divisions and their contractors who shared these 18 cases.

3. Input from RCCs and RACs, for which the project team is holding facilitated meetings with the Regional Coordinating Council and Regional Advisory Committee in each region to obtain their input.

In addition, JoAnn Ray, a program evaluator and professor emeritus at Eastern Washington University, is identifying experts in case coordination for every program area. These experts will be brought to the April 23rd conference.

Regarding the design component, the Cabinet will be identifying DSHS staff to serve on one of these teams:

- Design Teams, consisting of front-line staff who have experience working with multi-need clients.
- Issues Resolution Team, consisting of technical staff who understand the legal, budget, accounting, contracting, and program issues.
- Executive Team, consisting of executive managers who can provide advice to the project and the Cabinet.

At the April 23rd Conference, the Design Teams will hear their charge from Liz Dunbar, hear the national and local experts in case coordination, and then begin designing the ideal case coordination model for their own program area. The experts will be available throughout the day to answer questions.

For the remainder of the week, the Design Teams will be working together in Olympia, asking the Issues Resolution Team for help when they run into a technical issue that creates a constraint. The Executive Team will provide advice to the project staff and the Cabinet.

The final models the Design Teams create will be submitted to the Cabinet by June 30th. The Cabinet will select one or more models to pilot in the next fiscal year.

For more information, contact Carol Webster, project director, at (360) 902-0714.

## Yakima staff use MLK holiday to benefit local police officer

When Gov. Locke encouraged state employees to celebrate the Martin Luther King, Jr. holiday (Jan. 15) by “engaging in community service” and “take part in any service project that will make a difference in someone’s life,” staff members in the Region 2 Yakima office of the Children’s Administration responded.

They decided to do a bake sale and silent auction to raise money for the unmet medical expenses of a City of Yakima police officer who had suffered a neck/spinal cord injury in a motor vehicle accident in Oregon just before Christmas.

The plan was for staff to bake on the holiday and sell the next morning. Because Yakima is a co-located facility, other divisions in the building were encouraged to support this effort, and they did. They did baking, brought in items for the silent auction, made financial donations, and supported the effort by purchasing items.

Over \$400 was raised on behalf of the police officer through this service project and deposited in a fund account for him at Yakima Valley Credit Union.

## Diversity Calendar

Each month *The NewsConnection* features special dates, provided by the Division of Access and Equal Opportunity. If you have a special date you would like included in the next calendar, e-mail Patte King at [Kingpl@dshs.wa.gov](mailto:Kingpl@dshs.wa.gov). Not all dates can be included due to length constraints.

### MARCH

#### NATIONAL WOMEN'S HISTORY MONTH

- 6 Ghana: Independence Day
- 8 International Women's Day
- 10 Harriet Tubman Day
- 19 Australia: Canberra Day
- 17 Ireland: St. Patrick's Day
- 21 Baha'i New Year
- South Africa: Human Rights Day
- 24 National Medal of Honor Day
- 25 Greece: Independence Day
- 29 Taiwan: Youth Day
- Madagascar: Commemoration Day
- 28 Greek National Day

### APRIL

#### NATIONAL CHILD ABUSE PREVENTION MONTH

- 1 Daylight Savings Time begins
- 6 Scotland: National Tartan Day
- 7 UN World Health Day
- 8 Passover/Palm Sunday
- Birthday of Buddha
- 13 Good Friday
- 14 Pan American Day
- 15 Easter
- 17 American Samoa: Flag Day
- 20 Israel: Independence Day
- 22 International Earth Day
- 23 Turkey: Children's Day
- 25 Italy: Liberation Day
- Secretaries' Day
- 27 Holocaust Remembrance Day